

**GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA**

UNSTARRED QUESTION NO:3229
ANSWERED ON:22.03.2017
Delay in Postal Operations
Chudasama Shri Rajeshbhai Naranbhai

Will the Minister of COMMUNICATIONS be pleased to state:

- (a) whether postal operations are delayed due to lack of effective internet services, thereby causing difficulties to the citizens; and
- (b) if so, the remedial measures being taken by the Government to resolve the same?

Answer

THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

(a) & (b) In some offices, unstable internet services do hamper postal operations occasionally. Multiple safeguards have been built into the system to ensure stable internet connectivity for the post offices. Most of the Offices have been provided with two Network Service Providers, NSP-1 (BSNL) and NSP-2 (SIFY Technologies Ltd.) The NSP-2 is used as back- up in case of any problem arising in NSP-1. Therefore, adequate redundancy has been built into the system. Monitoring of bandwidth utilization is done on real time basis to identify network problem. Service Level Agreements with penalties are in place with the Service Providers. To address operational problems, Circle Heads are authorized to upgrade bandwidth as and when required. In case of any network problems that arise as part of regular operations, a well managed response system has been set up. The project has a Help Desk wherein individual problems are raised, which are managed and resolved immediately.
